

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814



November 9, 2000

ALL-COUNTY INFORMATION NOTICE NO. I-107-00

TO: ALL COUNTY WELFARE DIRECTORS

REASON FOR THIS TRANSMITTAL

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> | State Law Change |
| <input type="checkbox"/> | Federal Law or Regulation Change |
| <input type="checkbox"/> | Court Order or Settlement Agreement |
| <input type="checkbox"/> | Clarification Requested by One or More Counties |
| <input checked="" type="checkbox"/> | Initiated by CDSS |

SUBJECT: COMPILATION OF ANNUAL COUNTY FOOD STAMP QUESTIONNAIRE

The purpose of this notice is to thank you for completing the Annual County Food Stamp Program (FSP) Questionnaire and Review of Hours of Operation Survey and to transmit the results as such. This Survey reflects County Welfare Department (CWD) operations as of July 1, 2000. As prior surveys conducted over the years, the information provided on the questionnaire will be useful to this Department in meeting statewide program needs and in responding to information requests. This information also may be used in the evaluation of legislative proposals and regulatory changes.

As you are aware, the Blanco vs. Anderson court case and the federal and state regulations require that annually all CWDs complete a County food stamp questionnaire and review of hours of operation of the FSP offices. This is to ensure that the needs of recipients are adequately met.

Attached are summaries of the responses received from the counties. The attachments are divided into two sections: Certification (Attachment I) and Issuance (Attachment II). If you have any questions or comments regarding this notice, please contact Rosemary Akhidenor, Food Stamp Program Bureau, Implementation Unit, at (916) 654-2116.

Sincerely,

Original document signed 11/09/00 by:

GARY SWANSON, Chief
Food Stamp Branch

**CERTIFICATION
As of July 1, 2000**

| COUNTIES | #OF SITES | HRS/DAYS | SERVICES 1/ | EXTENDED HRS |
|-----------------|------------------|---------------------------------|--------------------|-----------------------------|
| ALAMEDA | 6 | 8:30-5 M-F | All | Appt. 7-8:30, 12-1 & 5-6 |
| ALPINE | 1 | 8-5 M-F | All | Appt. & Home Visits |
| AMADOR | 1 | 8-5 M-F | All | 7-8 & 5-6 |
| BUTTE | 2 | 7:30-5 M-F | All | 7:30-8 M-F |
| CALAVERAS | 1 | 9-4 M-F | All | Appt. 7-9,12-1 & 5-6 |
| COLUSA | 3 | 7:30-4 M-F 8-4 M-F | All | 12-1 |
| CONTRA COSTA | 8 | 8-5 M-F | All | 7-8 & 5-6 |
| DEL NORTE | 1 | 9-3 M-F | All | None Closed 11:30-1 |
| EL DORADO | 2 | 8-5 M-F | All | Appt. 7-8 & 5-6 |
| FRESNO | 14 | *Various | All | After 5:00 & Saturdays |
| GLENN | 1 | 8-5 M-F | All | Appt. 7-8 & 5-6 |
| HUMBOLDT | 3 | 8:30-12:00 M-F 1:00-5:00 M-F | All | Appt. |
| IMPERIAL | 9 | 7-5 M-F 8-4 M-F | All | 7-8, 12-1:00 7-8 |
| INYO | 2 | 9:30-4 M-F | All | By Appt. 7-9:30 & 4-6 |
| KERN | 8 | 8-5 M-F | All | Appt. |

| | | |
|----|---------------------------------------|--|
| 1/ | AP = Applications Provided | * (2) opened 9 hours a day, M-F |
| | AA = Applications Accepted | (2) opened 6 hours a day, M-F |
| | ESS= Expedited Services Screening | (1) opened 6 hours a day, M, T, Th, F |
| | IC = Interviews Conducted | (1) opened 7 hours a day, F |
| | All = All of the above | (1) opened 3 hours a day, T, F |
| | Appt =Special After Hours Appointment | (1) opened 3 hours a day, T, Th |
| | Available After | (1) opened 7 hours M,T,Th,F |
| | | (1) opened 2 hours 4 th Thurs of month |
| | | (1) opened 2 hours 1 st Thurs of month |
| | | (1) opened 2 hours 1 st Monday of the month |

**CERTIFICATION
As of July 1, 2000**

| COUNTIES | #OF SITES | HRS/DAYS | SERVICES 1/ | EXTENDED HRS |
|-----------------|------------------|--|--------------------|----------------------------------|
| KINGS | 1 | 8:30-4 M-F | All | 12-1 & Appt |
| LAKE | 2 | 8-4, 7:30-4:00 M-F | All | Appt. |
| LASSEN | 1 | 8-5 M-F | All | Appt. |
| LOS ANGELES | 33 | 7-3 M-F | All | 7-8 & Outlets |
| MADERA | 3 | 8-5 M-F | All | Appt. |
| MARIN | 3 | (1) 7:15-4:45 M-F (1) 8:30-5 M-F (1) 8-4 M-F | All | Appt. Main Office 12-1 |
| MARIPOSA | 2 | (1) 9-4 M-F (1) 9-1 2 nd & 4 th | All | Appt. 8-9 & Weds 4-5** |
| MENDOCINO | 2 | 7-5 M-F | All | 7-8 a.m. |
| MERCED | 1 | 8-5 M-F | All | 12-1 & Appt. |
| MODOC | 1 | 10-12, 1-4 M-F | All | Appt. |
| MONO | 2 | 8:30-5 M-F | All | Appt. |
| MONTEREY | 3 | 8-5 M-F | All | Appt. |
| NAPA | 4 | 8-5 M-F 7-8 M-F | All | Appt. 8-7 Tues. By Appt. |
| NEVADA | 3 | 9-4 M-F | All | Appt. |
| ORANGE | 15 | 7-5 M-F 7-7 1 st TH | All | Cert. By Mail Phone Interview |
| PLACER | 4 | 8-5 M-F | All | 12-1 for app. completion only |
| PLUMAS | 1 | 8-5 M-F | All | 12-1 |
| RIVERSIDE | 12 | 7:00-6:00 M-F | All | Ext. Hrs Mon., Tues. & Thurs. |

Attachment I

**CERTIFICATION
As of July 1, 2000**

| COUNTIES | #OF SITES | HRS/DAYS | SERVICES 1/ | EXTENDED HRS |
|-----------------|------------------|-------------------------------------|--------------------|----------------------------|
| SACRAMENTO | 41 | 8-5 M-F | All | Appt. 7:30-8 & 5-9 |
| SAN BENITO | 1 | 8-5 M-F | All | 12-1 |
| SAN BERNARDINO | 13 | 9-4 M-F Closed alternate Fridays | All | Appt. 7-9 & 4 -6 |
| SAN DIEGO | 13 | 6:45-5 M-F & 7-5 M-F 8-5 M-F | All IC | 6:45 - 5 & Appt. |
| SAN FRANCISCO | 3 | 8-5 M-F | All | Appt. prior to 8 & 12-1 |
| SAN JOAQUIN | 1 | 8-5 M-F | All | Appt. |
| SAN LUIS OBISPO | 5 | 8-5 M-F | All | Appt. |
| SAN MATEO | 7 | 8-5 M-F | All | 12 -1 |
| SANTA BARBARA | 5 | 8-4 M-F | All | Currently Exploring |
| SANTA CLARA | 11 | 8-5 M-F | All | 7-8, 12-1 & 5-7 |
| SANTA CRUZ | 4 | 8-5 M-F | All | Appt. 12-1 |
| SHASTA | 3 | 8-5, 8-7 M-F | All | 12-1 & Appt. |
| SIERRA | 2 | 8-5 M-F | All | 8-5 & Closed 12-1 |
| SISKIYOU | 2 | 7-6, 7-5:30 M-F | All | 7-6 |
| SOLANO | 5 | 8-5:30 M-F | All | 7-8, 5:30-6 & Appt. |
| SONOMA | 2 | 8-5 M-F | All | 7:30-8 & 5-5:30 |
| STANISLAUS | 7 | 8:30-4:30 M-F | All | **8:30-4:30 |

Attachment I

**CERTIFICATION
As of July 1, 2000**

| COUNTIES | #OF SITES | HRS/DAYS | SERVICES 1\ | EXTENDED HRS |
|-----------------|------------------|--|--------------------|--------------------------------|
| SUTTER | 1 | 8-5 M-F | All | Appt., Home or Workplace Visit |
| TEHAMA | 2 | 8-4:30 M-F | All | Appt. 7-8 & 4:30-5:30 |
| TRINITY | 3 | (1) 8-4:45 M-F (1) 9:30-3:00 Weds. (1)10-3 1 st Tues of month | All All | Appt. 7-8, 12-1 & 5-6 |
| TULARE | 5 | 8-5 M-F | All | 12-1 by Appt. |
| TUOLUMNE | 1 | 8-4 M-TH (M-Th) AP, AA,ESS (F) | All | Appt. M-TH |
| VENTURA | 7 | 7:30-6 M-F | All | 5-6 or 7 & Outlets Sat. & Sun. |
| YOLO | 2 | 8-5 M-F | All | 12-1 |
| YUBA | 1 | 8-5 M-F | All | Appt. 7-8, 12-1 & 5-6 |

**County has conducted a survey to determine customer satisfaction and extended hours not warranted.

Many counties conduct surveys annually to determine customer satisfaction. Counties with/without extended hours often provide extended services through other means such as phone interviews, applications by mail, outside drop boxes, home visits, etc. See individual county survey response.

Attachment II

**1999/2000
ISSUANCE**

| COUNTIES | AGENT 1/ TYPE | ISSUANCE 2/ TYPE | % OF TOTAL | # OF SITES | HOURS/ DAYS | COUPONS STAGGERED |
|-----------------|--------------------------|-----------------------------|-----------------------|-----------------------|-------------------------------------|------------------------------|
| ALAMEDA | CC | DM OL | 7 93 | 7 | (4) 9-6 M-Sat (3)9-5:00 M-Sat | 1st-10th |
| ALPINE | CWD | DM, ADOTC | 100 | 1 | 8-5 M-F | 1 st -10th |
| AMADOR | CWD | DM | 100 | 1 | 8-5 M-F | 1st-10th |
| BUTTE | OTHER | DM | 100 | 1 | N/A | 1st-10th |
| CALAVERAS | CWD | DM/OTC | 100 | 1 | 1:30-4 M-F | 1st-6th Working Days |
| COLUSA | OTHER | DM | 100 | 1 | N/A | 1st - 10th |
| CONTRA COSTA | CC | ADOTC DM, ADM | 100 | 9 | 9:30-6 M-S 11-3 Sun | 1st-10th |
| DEL NORTE | CWD | DM ADOTC | 15 85 | 1 | 10-3 M-F | 1st 10 Working Days |
| EL DORADO | OTHER | DM | 100 | 1 | N/A | 1st - 10th |
| FRESNO | CC | DM FAIR | 3 97 | 1 9 | N/A 9-6 M-S | 1st - 25th |
| GLENN | OTHER | DM | 100 | 1 | 8-5 M-F | 1st - 10th |
| HUMBOLDT | CWD OTHER | ADOTC DM | 87 13 | 3 | 8:30-5 M-F | 1st - 15th |

1/ CC = Check Cashing
 CWD = County Welfare Department
 OTHER = None of the Above

2/ ADM = Authorization Documentation Mail
 ADOTC = Authorization Document Over-the-Counter
 DM = Direct Mail
 HIR = Household Issuance Record
 OL = FS Online Issuance System

Attachment II

**1999/2000
ISSUANCE**

| COUNTIES | AGENT 1/ TYPE | ISSUANCE 2/ TYPE | % OF TOTAL | # OF SITES | HOURS/ DAYS | COUPONS STAGGERED | |
|-------------|------------------|---------------------|---------------|---------------|------------------------------------|---|------------------------------------|
| IMPERIAL | CWD | ADOTC DM | 94 6 | 1 | 7-4 M-F | N/A | |
| INYO | CWD | DM | 100 | 1 | 9-5 M-F | N/A | |
| KERN | CWD CC | ADM ADOTC DM | 1 88 11 | 12 | 9-8 M-S 11-4 Sun | 1st 10 working Days | |
| KINGS | CC | ADOTC DM | 95 5 | 1 | 9-8 M-Th, Sat F 9-9 11-3 Sun | N/A | |
| LAKE | CWD | OTC DM | 65 | 35 | 1 | 9-4 M-F | 1 st 15 Working Days |
| LASSEN | CWD | DM ADM | 45 55 | 2 | (1)8-5 M-F (1)9-4 | N/A 1 st 15 Working Days | |
| LOS ANGELES | CC | OL | 100 | 98 | Various | N/A | |
| MADERA | CC | ADM | 100 | 2 | 9:30-6 M-F 9:30-4 Sat | N/A | |
| MARIN | OTHER | DM | 100 | 1 | 8-5 M-S | 3rd-8th | |
| MARIPOSA | CWD | ADOTC | 100 | 2 | 9-4 M-F 9-1 2nd W | N/A | |
| MENDOCINO | CWD | DM FSOLIS | 46 54 | 2 | 7-5 M-F | 1st-15th | |
| MERCED | CC | DM OL | 100 | 3 | 9-6 M-Th 9-7 F, 9-5 Sat | 1 ST - 15th | |
| MODOC | CWD | DM | 100 | 1 | 10-4 M-F | 1 st of the month | |
| MONO | CWD | DM | 100 | 1 | 8-5 M-F | 1st-5th | |
| MONTEREY | OTHER | DM ADOTC | 94 6 | 2 | 8-5 M-F | 1st-10th | |

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| COUNTIES | AGENT 1/ TYPE | ISSUANCE 2/ TYPE | % OF TOTAL | # OF SITES | HOURS/ DAYS | COUPONS STAGGERED |
|-------------------|--------------------------|-----------------------------|-----------------------|-----------------------|--------------------------------|------------------------------|
| NAPA | CWD | DM ADOTC | 98 2 | 2 | 8-5 M-F | N/A |
| NEVADA | CWD | DM OTC | 97 3 | 1 | 9-4 M-F | 1st-10th |
| ORANGE | CC OTHER CWD | ADOTC DM Expedited | 92 6 2 | 6 15 | 9-8 M-F 9-5 Sat 11-3 Sun | Last Working Day |
| PLACER | CWD | DM ADOTC | 75 25 | 2 | 10-5 M-F | 1st -10th |
| PLUMAS | CWD | DM ADOTC | 98 2 | 1 | 8-4 M-F | 1st 5 Working Days |
| RIVERSIDE | CC | DM FSOLIS | 100 | 8 | 9-6 M-F 9-4 Sat | N/A |
| SACRAMENTO | OTHER | FAIR DM | 77 23 | 6 | 9:30-6:30 M-S | 1st-10th |
| SAN BENITO | CWD | DM | 100 | 1 | 8-5 M-F | 1st-10th |
| SAN BERNARDINO | CC | EBT | 100 | 866 | Various | N/A |
| SAN DIEGO | CWD | EBT | 100 | 0 | Cash Out | N/A |
| SAN FRANCISCO | CC | OL DM | 99 1 | 4 | 9-5 M-S | N/A |
| SAN JOAQUIN | CC | DM ADM | 14 86 | 7 | 8-8 M-F 9-5 Sat 10-4 Sun | 1st-10th |

SAN LUIS

Attachment II

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| COUNTIES | AGENT 1/ TYPE | ISSUANCE 2/ TYPE | % OF TOTAL | # OF SITES | HOURS/ DAYS | COUPONS STAGGERED |
|------------------|--------------------------|-----------------------------|-----------------------|-----------------------|-----------------------------------|------------------------------|
| OBISPO | CWD | DM ADOTC | 95 5 | 1 | 8-5 M-F | 1st – 10th |
| SAN MATEO | CC | DM ADM ADOTC | 1 94 5 | 2 | 9-6 M,T,W 9-7 Th, F 9-5 Sat | 1st-15th |
| SANTA BARBARA | OTHER | DM | 100 | 1 | N/A | 1st-15th |
| SANTA CLARA | OTHER | DM FSLOS/FAIR | 1.14 98.86 | 6 | 9-6 M-F 9:30-2:30 1st Sat | N/A |
| SANTA CRUZ | OTHER CWD | DM ADOTC | 99.9 .1 | 1 | 10-5 M-F | 1st-10th |
| SHASTA | CWD | DM ADOTC | 95 5 | 1 | 8-5 M-F | 1st 9 Working Days |
| SIERRA | CWD | DM HIR | 99 1 | 1 | 8:30-4 M-F | 1st of the Month |
| SISKIYOU | CWD | DM ADOTC | 90 10 | 1 | 8-5 M-F | 1st-4th |
| SOLANO | OTHER | DM FAIR/OTC | 11 89 | 3 | Various | 1st-15th |
| SONOMA | CWD | DM ADOTC | 70 30 | 1 | 8-5 M-F | 4th-13th |
| STANISLAUS | CC | ADOTC | 100 | 8 | Various | N/A |
| SUTTER | CWD | DM OTC | 70 30 | 1 | 8-5 M-F | 1st-10th |
| TEHAMA | OTHER | DM | 100 | 1 | N/A | 1st-10th |
| TRINITY | CWD | ADOTC DM | 25 75 | 1 | 8-4:45 M-F | 1st-10th |
| TULARE | CC | FAIR/DM | 100 | 6 | 9:00-7 M-S | 1st-10th |

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| COUNTIES | AGENT 1/ TYPE | ISSUANCE 2/ TYPE | % OF TOTAL | # OF SITES | HOURS/ DAYS | COUPONS STAGGERED |
|-----------------|--------------------------|-----------------------------|-----------------------|-----------------------|---|------------------------------|
| TUOLUMNE | CC | OTC DM | 99.9 .1 | 1 | 9-6 M-F 9-4 Sat | N/A |
| VENTURA | CC | OL | 100 | 4 | 9-6:30 M-F 9-5:30 Sat 11-4:30 Sun | N/A |
| YOLO | CWD | FSOLIS | 100 | 2 | 8:30-4:15 M-F | N/A |
| YUBA | CWD | DM OTC | 80 20 | 1 | 2-4:30 M-F | 1st 10 Working Days |